1. As a project manager, you're using the SMART criteria to craft goals for your team. During the process, you ask yourself if your team can misinterpret a goal. Which SMART criteria does this question represent?

   1 / 1 point

   - ◉ Specific
   - ◯ Measurable
   - ◯ Attainable
   - ◯ Relevant
   - ◯ Time-bound

   ✓ Correct

2. As project manager, you approve a team member's request to change the order of their tasks because they think it will be more efficient. However, this change disrupts another team member's work process: they need to do two additional tasks *not* related to the project's goal. What is happening on this project?

   1 / 1 point

   - ◯ The project is becoming more efficient.
   - ◯ The project is staying in-scope.
   - ◉ The project is going out-of-scope.
   - ◯ The project is iterating.

   ✓ Correct

3. Consider this Office Green scenario: A member of the marketing team suggests allowing customers to choose from an additional three plant colors. Select all that apply.
   What can help prevent project scope creep in this scenario? Select all that apply.

   1 / 1 point

   - ☐ Go along with the member's suggestion
   - ☑ Make project plans visible

   ✓ Correct

   - ☑ Get clarity on project requirements

   ✓ Correct

   - ☑ Create a plan for dealing with out-of-scope requests

   ✓ Correct

4. As a project manager for an online retailer, you meet with your company's head of customer service and are asked to improve the response time to customer email inquiries by 15 percent by the end of the first quarter. Your team creates email templates for responding to typical questions from customers and produces an end-of-quarter report that shows a 17 percent improvement in response time after your templates were implemented. Which of the following is the project goal in this scenario?

1 / 1 point

- ● Improve the response time to customer email inquiries by 15 percent
- ○ Meet with your company's head of customer service
- ○ Create email templates for responding to typical questions from customers
- ○ Produce an end-of-quarter report that shows an improvement in response time

✓ Correct

5. What is part of a project launch?

1 / 1 point

- ○ Defining and managing the project scope
- ● Presenting the final deliverable to the client
- ○ Budgeting the deliverables for success
- ○ Measuring the success of the project

✓ Correct

6. Consider the following scenario: The Director of Product requests the project manager to add a new product feature. However, they also state that the team cannot push back the project delivery date.
Using the triple constraint model, what trade-offs could the project manager use to meet the Director of Product's request?

0 / 1 point

- ○ Change the budget
- ● Change the project goal
- ○ Change the timeline
- ○ Change the team

✗ Incorrect
Please review the video that covers the triple constraint model ↗.

7. Which of the following best describes what success criteria are?

1 / 1 point

- ○ The use of the triple constraint model to manage changes to your project scope
- ○ The amount of funds that are available for you to complete your project

○ The process to determine whether your project tasks are in-scope or out-of-scope

◉ The metrics that show whether your project accomplishes what you set out to do

✓ Correct

8. As a project manager, you have created a dashboard that allows your stakeholders to easily track gaps and trends in revenue. What type of metric would this be an example of?

1 / 1 point

○ A happiness metric

○ An efficiency metric

○ An engagement metric

◉ A business metric

✓ Correct

9. As a project manager, your team has been tasked to come up with a new service that increases revenue by 4% within one year. The team implements a new service, a website has gone live, catalogs have been printed and delivered, orders have been received, and revenue starts to go up. What is this an example of?

1 / 1 point

○ A successful use of the triple constraint method

○ A successful implementation of OKRs

◉ A successful project launch

○ A successful project landing

✓ Correct

10. Fill in the blank: Objectives and Key Results (OKRs) combine both a goal and a _____ to determine a measurable outcome.

1 / 1 point

○ budget

◉ metric

○ vision

○ consensus

✓ Correct